

PERSONAL PROFILE

Detail-orientated Shelf Stacker with over 2 years of experience efficiently managing and organising shelves in large supermarket chains. Dedicated to maintaining fully stocked and organised displays, ensuring products are easily available to customers. Proven track record of exceptional customer service, creating positive shopping experiences. Strong work ethic and friendly demeanour, committed to enhancing customer satisfaction and store efficiency.

WORK EXPERIENCE	Shelf Stocker	2021 - Present
	Sainsbury's - London	
	Restock shelves and maintain product displays in an organised manner. Assist customers in locating products and provided information about promotions and discounts. Collaborate with team members to ensure timely and accurate unloading of delivery trucks.	
	<ul style="list-style-type: none">Improved shelf organisation, leading to a 15% increase in customer satisfaction scores.Maintained inventory accuracy, resulting in a 10% reduction in stock costs.	
	Customer Service Assistant	2020 - 2021
	Asda - London, UK	
	Responded promptly to customer inquiries via phone and email, addressing product information, order status, and after-sales support. Assisted in processing customer orders and ensuring product selection, pricing, and delivery schedules. Collaborated with the sales team to identify opportunities for upselling and cross-selling products, enhancing overall customer satisfaction.	
	<ul style="list-style-type: none">Reduced response time to customer inquiries by 20%, enhancing overall efficiency and customer experience.Recognised as the 'Employee of the Month' two times for exceptional customer service, improving the company's reputation and customer retention.	

SKILLS	Inventory Management	Customer Service
	Health and Safety Compliance	Product Knowledge
	Cash Handling	Labelling and Pricing

EDUCATION	GCSEs	2020
	London High School - UK	
	<ul style="list-style-type: none">Mathematics (A)English (B)Science (B)Geography (C)	

LANGUAGES	English - Native
	Urdu - Native
	German - A2